



6250 HIGHWAY 7, VAUGHAN, ON L4H 4G3 t +1 905 326 8100 e universal@bypnp.com

## MULTIYEAR ACCESSIBILITY PLAN

### Message from the CEO.

Our commitment to diversity, inclusion, equity & accessibility.

2020 was a year that served as a deep reminder of the work institutions still have to do to become more diverse, equitable and inclusive spaces. We believe everyone should feel safe, welcome, and have access to experience great service that reflects our respect for high value standards and commitment.

We are on a journey of listening, learning, reflecting and taking action to build ongoing approaches to diversity and inclusion at each of our venues. We recognize our opportunity to model and act as leaders in the hospitality industry, and moving forward, we commit to:

- Deepening our efforts towards implementing reconciliation, and dismantling institutional discrimination, racism and oppression in all areas and levels of our organization.
- Strengthening our efforts towards building greater diversity, inclusion, equity, and accessibility; and in doing so reflecting our values and vision to lead industry conversations from our core venues to all our communities.
- Building on our work to create an organizational culture that fosters an environment that is inclusive, diverse, equitable, and accessible to all.
- Providing continued training and education who are voices of change in our culture and who better reflect the diversity of our community.
- Improving our record for attracting, hiring, developing, and retaining employees who reflect our values and the diversity of the cities in which we live and work to support our communities.
- Developing a detailed action plan to achieve our goals and commitments, and sharing yearly progress updates in an open and transparent way.

### Statement of Commitment.

Universal Event Space is committed to providing a respectful, welcoming, accessible, and inclusive environment for all persons with disabilities in a way that is respectful of the dignity and

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independence of people with disabilities and in a manner which takes into account the person's disability and embodies the principles of integration and equal opportunity. Universal Event Space is committed to becoming a barrier free environment and meeting the requirements of all existing legislation and its own policies and goals related to identifying, removing and preventing barriers to people with disabilities that might interfere with their ability to interact with Universal Event Space Venue.

Universal Event Space ensures that all persons within its community are aware of their rights and responsibilities to foster an accessible and inclusive environment with and for persons with disabilities.

Universal Event Space is committed to, and will strive to ensure that, the Accessibility for Ontarians with Disabilities Act (AODA), 2005, its regulations, standards and all other relevant legislation concerning accessibility, are rigorously observed in a timely fashion.

## Introduction.

The inception of our latest creation Universal Eventspace has been an exciting adventure thus far. Universal Eventspace opened its doors August 2015 offering 85,000 sq. ft. of event space within 6 versatile function rooms.

With a capacity to accommodate over 2,000 guests, our patrons continue to marvel at the revolutionary property. Featuring outdoor terraces, state of the art technology, a contemporary design concept and impeccable cuisine, we invite you to step into our world.

As a proud member of the Peter & Paul's Hospitality Group we uphold the highest standard of service for our guests and clients. We are delighted to host your social or corporate event and are committed to making your vision come to life! From menu choices, décor, lighting, gifting and even audio-visual production our team of dedicated professionals is the best choice to assist you throughout this exciting experience!

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## Executive Summary of Policy.

The history of the Legislation and the purposes of the Accessibility for Ontarians with Disabilities Act, 2005; and the requirements of the customer service standard.

- Definitions of disability, dignity, independence, integration and equal opportunity.
- How to interact and communicate with people with various types of disabilities.
- Universal Event Space Policies and Standards
- To include: service animals | support persons | alternate communications, and feedback mechanisms
- Assistive devices
- Help with the provisions of goods or services to people with disabilities

For more information please kindly visit the link below:

<https://universal.bypeterandpauls.com/AODA-Universal.pdf>

Universal Event Space strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Universal Event Space is committed to fulfilling the requirements under the Accessibility for Ontarians with disabilities Act, 2005. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

The plan is reviewed and updated every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

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## SECTION 1. Past Achievements to Remove and Prevent Barriers.

### Customer service.

In accordance with the AODA customer service standard. Universal Event Space had documented a series of policies and procedures that deal specifically with the following issues:

- Assistive devices
- Service animals
- Support persons

### Information and Communication.

- Public areas posting of the policy and the compliance report
- Alternate means of communication
- Training
- Feedback Mechanisms
- Temporary Service Disruptions Communications

### Employment.

- Fostering open and constructive communication
- Demonstrating sensitivity and respect confidentiality of information
- Raising awareness to facilitate understanding of the policy
- Participating and co-operating to facilitate workplace accommodation

### Training.

- Online training and certification had been done with the majority of staff members. Due to the variable seasons our industry experience we will continue our commitment to train all our staff members in all areas of service.

Procurement. N/A

Self-service kiosks. N/A

Design of Public Spaces. N/A

Transportation. N/A

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## SECTION 2. Strategies and Actions.

### Customer Service.

Universal Event Space is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others.

- All full-time members of our organization had been certified on the legislation as per February 28<sup>th</sup>, 2024.
- All part-time staff members will be offered a free online certification once they are called back when business levels start to pick up; spring – summer 2024 and ongoing.
- Weekly reminders in all our internal meetings, as a new company standard.
- Yearly review and update of company AODA policies and standards.

### Information and Communications.

Universal Event Space is committed to making our information and communications accessible to people with disabilities.

- Printed Menu in a large format for guests with visual disabilities. Current / on going
- Paper and pens available throughout the entire venue. Current / on going
- Trained staff on how to use TPR: Telecommunications Relay Services. Completion Summer 2024.

### Employment.

Universal Event Space is committed to fair and accessible employment practices.

- Recruitment via online postings on website and social media channels. Seasonal
- We attended multiple colleges job fairs in our community. Yearly
- Also accept referrals from past employees or walk ins as well.

### Procurement.

Universal Event Space is committed to cooperative business practices with all our vendors.

- We offer all our vendors a link to training staff members of other companies on the legislation of the AODA Act, (2005). As per our current practice.

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<https://www.aoda.ca/course/>

- Exit course. Right top corner
- then source for tab: Free Online training.
- fill up the info.
- your name.
- your company email.
- company name: Universal Event Space.
- Message: AODA training certification.
- Save or print certification.

## Self-service Kiosks. N/A

## Training.

Universal Event Space is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

- Online training and certification had been done with the majority of staff members. Due to low season, we will complete training with all our members when they come back in the spring-summer 2024.
- On site Training had been done with all full-time managers and executives. Winter 2023.

## Design of Public Spaces.

Universal Event Space will meet accessibility laws when building or making major changes to public spaces.

Universal Event Space will put procedures in place to prevent service disruptions to the accessibility parts of our public spaces.

## Transportation.

Universal Event Space is committed to accessible transportation services.

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For more information in this accessible plan, please contact at:

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Our accessibility plan is posted at

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Standards and accessibility formats of this document are free on request from:

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HOUSE  
PRIME STEAK & SEAFOOD



PÉTROS 82  
X2

Peter and Pauls  
Event Catering

PETER and PAULS  
VISION

ENGINE8  
MEDIA

PURE  
EVENT  
DESIGN

PETER &  
PAULS  
GIFTS

EF  
ZIN

